


MAY 01 2015

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received 13-MAR-2015 Repository <input type="checkbox"/> Reference No. 10694192	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
CARLSBAD	CA		Same
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
JM1BM1W72F1		MAZDA	MAZDA3
Model Year		2015	
Date Purchased	Dealer's Name and Telephone Number		Engine:
Jan 15	John Hine Temecula Mazda		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>	Temecula	CA	92521
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Incident Date(s)
Auto	<input checked="" type="checkbox"/> Cruise Control		02-FEB-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 356000 EQUIPMENT ADAPTIVE		Failure Mileage	Failure Speed
		1000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:
Tire Component Code			Tire Failure Type:
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N			
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2015 MAZDA 3. THE CONTACT STATED THAT THE NAVIGATIONAL SYSTEM, THE BLUETOOTH FUNCTION, AND THE USB SYSTEM REBOOTED AND FAILED. THE VEHICLE WAS TAKEN TO A DEALER ON MORE THAN ONE OCCASION WHERE THE FAILURE WAS UNDETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 1,000. sent entire email dialogue to Mazda Corporate email address: MazdaCustomerExperience@Mazdausa.com, Reference #:			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

* Navigation display system sporadically reboots while in transit. → DISTRACTION WHILE DRIVING!!

* When starting car and driving song resets to first song on USB stick and freezes selection → DISTRACTION WHILE DRIVING!!

* Phone display number pad still on display after call ended → DISTRACTION WHILE DRIVING!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

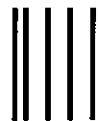
Official Business
Penalty for Private Use \$300

SAFETY

LA 000

21 APR '15

PM 01



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NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration